

Our **Vision**

We see ITD as the
trusted business
partner and
preferred
IT provider
for strategic services
within government
and education.

ITD's **Guiding Principles**

Respect

We treat everyone with dignity and respect.

Teamwork

We recognize ITD's success depends on partnerships and collaboration.

Achievement

We develop quality solutions that best address the needs of our state. We are committed to delivering results – on time and within budget.

Integrity

We build long-term, lasting relationships through mutual trust. We value open, honest, two-way communication.

Leadership

We encourage initiative and creativity. We are committed to investing in knowledge and expertise.

Service

We hold ourselves accountable for a positive customer experience.

Strategic Plan 2009-2011



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Our **Mission**

To provide leadership and knowledge to assist our customers in achieving their mission through the innovative use of information technology.



ITD's Balanced Scorecard Strategy Map

This map shows the relationships among ITD's business perspectives, core strategies, and objectives. They are tied to tasks and performance measures designed to keep decision-making aligned with our mission, vision, and guiding principles. Ultimately, this scorecard is ITD's pledge to be customer centric, employee focused, financially responsible, and process driven.

